user guide

business everywhere

Version 8.0.5

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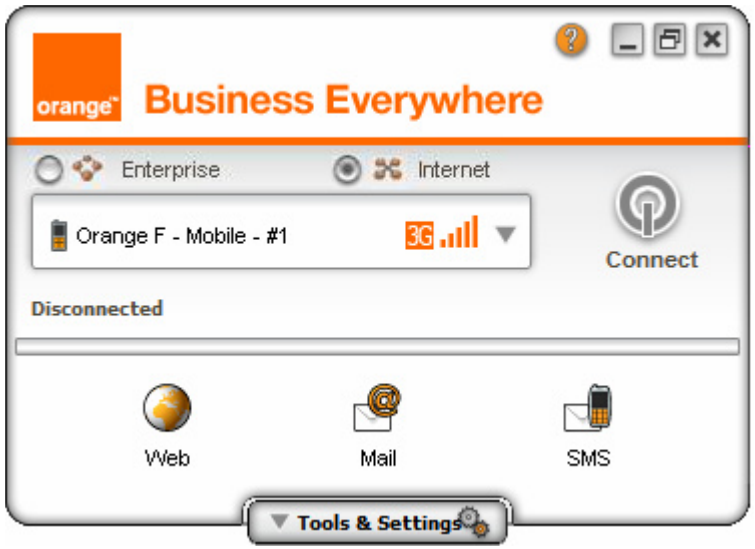
introduction

With Business Everywhere, you will be able to connect to internet wherever you are in metropolitan France (subject to coverage), as easily as if you were at your office thanks to 3G+/3G/2G, Wi-Fi and ADSL networks.

Easy to install and easy to use, this software will help you get the best connection available, adjust and monitor your data usage.
Flexible, this software is also compatible with many 3G+ modems. To get more information, feel free to visit the www.orange-business.com website.

Once you connect, your homepage will be your Business Everywhere personal webpage. It will give you access to a lot of useful information such as news flash, stock market quotes or weather forecast. You can even use it as a marketing intelligence tool for your line of business.



1 system requirements

Your computer must meet the following minimum system requirements:

- **Operating system :**
  - Windows® XP 32 bits (SP2 ou SP3).
  - Windows® XP 32 bits Tablet Edition (SP2 ou SP3).
  - Windows Vista 32 bits et 64 bits (SP1).
- **Browser :**
  - Microsoft Internet Explorer 6.0 and above
  - Mozilla Firefox 1.0 and above
- **Processor** 1Ghz.
- **Hard disk drive free space:** 150 Mo.
- **USB port** for the 3G+ USB modem.
- **512 Mo of RAM.**
- **Screen resolution:** 800x600 minimum

2 install business everywhere

1. Pull off your USIM chip from its card and put it under your 3G+ embedded laptop's battery or in your 3G+ modem.
2. If a Business Everywhere software is already installed on your computer, remove it by clicking on **Start** > **Programs** > **Orange Business Services** > **Uninstall Business Everywhere.**
3. Before starting the Business Everywhere installation, disable your antivirus software.
4. If you are using a 3G+ modem, plug it in. The installation process will start automatically. Otherwise, insert the CD-ROM.
5. After you have read and accepted the terms and conditions, click on **Next.**
6. Follow the given instructions. The installation lasts around 5 minutes. A progression bar will appear on your screen to indicate the installation progress.

3 launch business everywhere

1. If you are using a 3G+ modem, plug it in. Business Everywhere will start automatically.
2. If you are using a 3G+ embedded laptop, double click on the Business Everywhere icon present on your desktop.

You can also launch it from **Start** > **Orange Business Services** > **Business Everywhere.**

A first dialog box will ask you to enter your Orange wifi access credentials. Those were provided to you when you subscribed to a Business Everywhere contract. If you do not have them, please contact your IT manager. You may also choose to enter those credential later on.

Another dialog box will then ask you to enter your PIN code. You can save your PIN code for future connections.

- Enter the code 0000 (by default)
- Tick **Store PIN** if you want the software to save the PIN code.
- Confirm the PIN code (only if you ticked **Store PIN**).
- Click on **OK** to save the parameters.

Business Everywhere will then start. A signal strength indicator will appear next to the Orange logo on the dashboard.

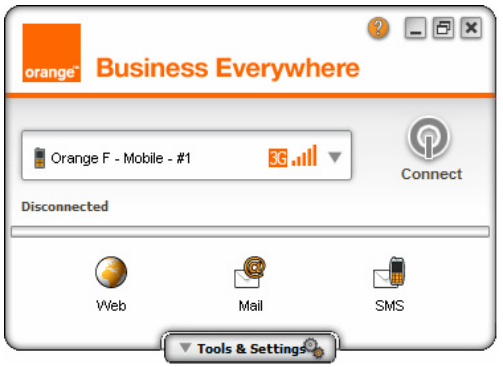
connect / disconnect:

To connect, click on

To close the Business Everywhere connection:

- If you are connected, click on . Then click on the **X** button at the top-right corner of the dashboard.
- Another possibility is to right click on the Business Everywhere icon in the systray. A menu appears: select **Quit.**

3.1 business everywhere software



Connect/disconnect.

Open your laptop's Internet browser on your Business Everywhere homepage: www.my-be.fr. The first time you connect, you will have to choose the browser you want to use.

Access your email client. The first time you connect, you will need to select the email client you want to use.

Send, read and organise **text messages**, and store a list of contacts.

Help Button.

Reduce Business Everywhere
Pass Business Everywhere will reduce to systray. It won't turn off the radio if you are connected.

Quit Business Everywhere.

Switch to **compact view**

Connections window.
See section 3.2 business everywhere connections.

3.2 business everywhere connections

Business Everywhere automatically shows which networks are available, and their signal strength.

To connect to a network
Once Business Everywhere is correctly installed, use the drop-down list and select a network. Click on to start the connection and click on to stop it.

Automatic connection mode
If **Automatic connection** is selected, Business Everywhere connects to the first available network according to the list defined in **Tools & Settings > Advanced Settings > Network > Network Order**. If the first connection is unsuccessful, the software will try with the next one, and so on.

Entreprise and Internet connection modes
If you have defined a VPN client (see chapter 4.6 VPN client), two buttons will appear on the dashboard: an **Internet** button and an **Entreprise** button. They allow you to choose between Entreprise and Internet modes. In Entreprise mode, all connections are routed through the corporate proxy (see chapter 4.4 corporate proxy). In internet mode, the corporate proxy and VPN client are not used.

3.3 buttons

On your dashboard, you have tree buttons: **Web, Mail** and **SMS**.

3.3.1 web button

The **Web** button launches your Business Everywhere personal webspace: www.my-be.fr. The first time you connect, you will have to choose the browser you want to use.

3.3.2 mail button

The **Mail** button launches your email client (Microsoft Outlook by default). You can change the email client to use in **Tools & Settings > Advanced Settings > Customise Buttons** (see section 4.3 customise buttons).
The following email clients are supported:

- Outlook Express 4 and above.
- Outlook 2000 to 2007.
- Windows Mail.
- Mozilla Thunderbird 1.0 and above.

3.3.3 sms (text messages)

With Business Everywhere, you can send, view and save text messages.

manage your sms

Receive sms
When you receive an SMS, its content will be displayed in a popup at the bottom right of your screen. A number with the number of unread messages will also appear, next to the SMS icon.

1. Click on **SMS**, then on **Send/Receive**. New messages will be displayed in your **Inbox**. You will also be asked if you want to send stored messages in your **Outbox**.
2. To view a message fully, highlight it. It will appear in the box below.
3. To delete a message, highlight it and click on **Delete**.
4. You can also **reply**, **forward** or **print** your messages by clicking on the relevant buttons.
5. To **archive** messages, create a folder using and then use your mouse to drag messages into it.

Send a message

1. Click on **New Message**. A new window will open.
2. If you want to send the message to one of your saved contacts, tick **Contact** and then select the relevant contact and telephone number from the drop-down menu.
3. If you want to send the message to a new number, tick **Telephone number(s)** and then enter the number. To send the message to more than one recipient, insert a semicolon and a space between each telephone number, as following: "...01910123456; 01910654321...." You can also add saved contacts. Click on **Add a contact**, select the relevant contacts and then click on **OK**.

4. Enter your message in the lower box. A single text message can be up to 160 characters long. If longer, two messages or more will be sent and you will be charged accordingly. The charge will also depend on the total amount of recipients.
5. Click on **Send**.
6. Once the message has been sent, it will be saved into the **Sent Items** folder.
7. You could also send a message directly from your contact list. Select the **Contacts** tab and then click on the contact that you would like to send a message to. Click on **Send** and then write and send your message in the usual way.

Save a new contact

1. Click on **SMS**.
2. Select the **Contacts** tab.
3. Enter the relevant information about your contact in each tab. Click on **OK** to save your new contact.
4. You can also save a contact from a received text message. Right-click on the message and select **Create a new contact**.

Edit a saved contact

1. Select the tab **Contacts** and select on the contact that you want to edit.
2. Click on **Edit** and then change the information. Click on **OK** to save the changes.

Synchronising your contacts (available for Microsoft messaging only)
You can synchronise the contacts saved in your laptop's messaging with the contacts saved on your SIM Card.

1. Open the SMS client and click on **Synchronise**.
2. Choose in which way you want to synchronise and click on **OK**.

Note:

- If a contact of the source address book does not exist in the destination address book, it will be automatically added in the destination address book.
- If a contact of the source address book has been deleted, it will be deleted from the destination address book.
- If a contact of the source address book has been updated, it will be updated in the destination address book.

If you chose to synchronise from **Mobile to PC**:

- Each line matches a synchronised telephone number.
- The first column is the contact name from the USIM card memory. A suffix will be added according to the type of number you have stored. For example, W will be added for work contacts.
- The second column shows either the name or the number of a contact if it is already saved in the laptop's memory; or **Creating** if the contact does not exist in the computer's memory.
- The third column indicates the type of contact.
- The fourth column shows whether you will be adding a new contact or modifying or deleting an existing one.
- Tick the fifth column boxes for contact you want to synchronise and click on **OK**.

If you chose to synchronise from **PC to Mobile**:

- Each line matches a synchronised telephone number.
- The first column shows the contact as it appears in the laptop memory.
- The second column shows the contact as it appears in your USIM card memory or it shows **Creating** if the contact does not exist.
- The third column shows whether you will be adding, modifying or deleting the contact.
- Tick the fifth column boxes for contact you want to synchronise and click on **OK**.

sms options

Click on to open your text messages settings menu.

- **Contacts Management:** this tab allows you to choose the Address book used by Business Everywhere (for example your Outlook Express Address book).
- **Text Message Management**: you can choose to read messages from your USIM Card memory, laptop memory or both. You can also choose to save copies of any sent messages and/or to receive acknowledgement of receipt.
- **Information:** this tab displays information about your USIM Card and your address book capacity.

3.4 business everywhere quick settings

Click on **Tools & Settings** to customise Business Everywhere.

There are two sub-menus: **General** and **Mobile**.

3.4.1 general

Use the **On Windows logon** drop-down list to customise the action that occurs when you start your computer.

- **Do not launch systray and standard mode**: when you open your Windows session, Business Everywhere will not launched. You will have to launch it manually.
- **Launch systray**: when you open your Windows session, Business Everywhere will be launched in the systray.
- **Launch systray and standard mode**: when you open your Windows session; Business Everywhere will both be launched in the systray and in standard mode.

Tick **Reduce to systray on connection** and Business Everywhere will be reduced to systray once you are connected.

Use the **Standby & Hibernate mode** menu to define Business Everywhere settings when your computer goes into standby or hibernate mode: (for Windows XP only)

- **Maintain connection when possible**: if your computer is in standby mode, Business Everywhere will maintain a network connection when possible.
- **Disconnect**: Business Everywhere will automatically turn off the connection when your computer goes into standby or hibernate modes.
- **Prevent Standby and Hibernate modes**: Business Everywhere prevents your computer from going into standby or hibernation until you disconnect.

Tick **Turn off the radio when closing application (flight mode)** and the radio interface will be turned off when the application closes.

Tick **Inform me of new available updates** to be notified of Business Everywhere updates.

If you click on **Check for new updates**, Business Everywhere will check for updates.

3.4.2 mobile

There are two options within the Mobile section**:**

Connect in: with this option you can choose the type of network you want to connect with. There are three choices: Automatic, 3G+/3G or EDGE/GPRS. If you select **Automatic**, Business Everywhere will choose the best network according to your current location. By selecting **3G+/3G** or **EDGE/GPRS**, you will force a specific type of connection.

Mobile operator:
The **Mobile operator** field shows the list of available operators. Two buttons allow you to choose which operator you want to use.

- **Auto:** Business Everywhere will automatically connect to Orange or a partner network in case of roaming.
- **Manual:** you can manually choose the operator you want to connect to when you are roaming.

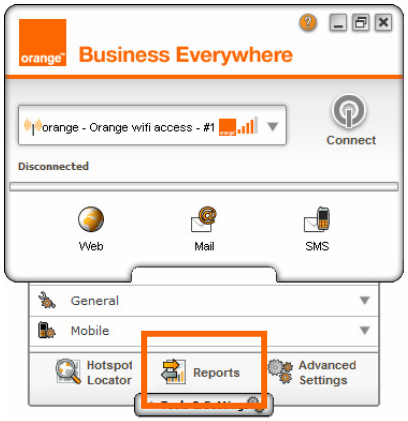
3.5 hotspots locator

Business Everywhere gathers Orange hotspots partners' coordinates. In order to find a specific hotspot, click on **Tools and Settings** > **Hotspots locator**.

Click on **Search for hotspot**. A window called **Hotspot Locator Result** will appear, listing all corresponding hotspots.
You can widen your search by using other criteria, such as the name of the hotspot, its address, zip code, town or category.

3.6 reports

Click on **Reports** in the **Tools & Settings** menu.



This function allows you to keep track of information regarding your recent mobile and Wi-Fi connections. Your data usage is divided by connection type. Click on a connection type (Wi-Fi or Mobile connection) to see the relevant statistics.

You can reset all counters by clicking on **Reset all counters** in the main Report window. You can reset a single counter by clicking on **Reset now** in their appropriate tab.

You can also export data usage information in your laptop as a .csv or .txt file.

1. Click on **Export statistics in "CSV" format** or **Export statistics in "Text" format.**
2. Specify a destination directory and file name.
3. Click on **Save**.

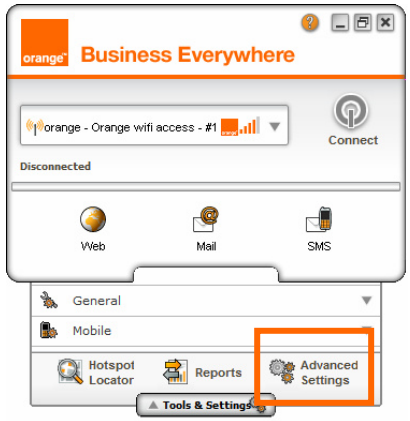
3.7 about business everywhere

Click on at the top right corner of your dashboard and choose **About** to access general information regarding Business Everywhere.

To get the connection traces, tick **Activate traces**. Click on **More** to access the traces window. You can export the connection traces in ".txt" format by clicking on **Export.**

4 advanced settings

Open the **Tools & Settings** menu and click on **Advanced Settings** to configure Business Everywhere settings.



You can configure the following settings:

- General Preferences
- Display Preferences
- Customise Buttons
- Corporate Proxy
- Authentication
- VPN client
- Network
- Updates

For any modification in the Advanced Settings menu, you can:

- Save and exit by clicking on **OK.**
- Exit without saving by clicking on **Cancel.**

4.1 general preferences

Four general preferences are available:

The **Standby & Hibernate mode** menu defines Business Everywhere settings when your computer goes into standby or hibernate mode: (for Windows XP only).

- **Maintain connection when possible**: If your computer is in standby mode, Business Everywhere will maintain a network connection when possible.
- **Disconnect**: Business Everywhere will automatically turn off the connection when your computer goes into standby or hibernate modes.
- **Prevent Standby and Hibernate modes**: Business Everywhere prevents your computer from going into standby or hibernation until you disconnect.

On Windows logon:

- **Do not launch systray and standard mode**: when you open your Windows session, Business Everywhere will not launched. You will have to launch it manually.
- **Launch systray**: when you open your Windows session, Business Everywhere will be launched in the systray.
- **Launch systray and standard mode**: when you open your Windows session; Business Everywhere will both be launched in the systray and in standard mode.

Tick **Reduce to systray on connection** and Business Everywhere will reduce to systray once you are connected.

Launch automatically when plugging my device (auto-launch device only): if this box is ticked, Business Everywhere will launch automatically when detecting an external device.

4.2 display preferences

The **Opacity** function allows you to change Business Everywhere's transparency in compact view. Click on the arrow and drag it on the scale to define the opacity.

Tick **Always on top in compact mode** to ensure Business Everywhere will remain above all other applications in compact mode.

4.3 customise buttons

Two main options are available in the sub-menu.

4.3.1 customise buttons zone

With this option, you can add or remove buttons from your dashboard.

- In the **Displayed buttons** list, three buttons are set by default.
- Use **Up** and **Down** to change the position of the buttons on the dashboard.
- You can have up to 6 buttons displayed on the dashboard.

Adding a new button

1. Click on **Add** in the **Select action** section (on the left window).
2. In the **Name** field, enter the name of your new button. This field is mandatory.
3. In the **Tooltip** field, enter the text to appear when you hover your curser over the button.
4. In the **Icon** field, select an icon from the list. This icon will be displayed on the dashboard.
5. If the new button is to be used as a shortcut to a Web page, tick **Web** and enter the URL you want to connect to.
6. If you want your new button to launch another application, tick **Executable File** and specify the executable to be launched by clicking on **Browse**.
7. Click on **OK** to save your changes.
8. Your new button will be displayed in the list on the left. Select it and click on **Move>>**. It will be posted in the **Displayed buttons** list. The button will now appear on your dashboard.

To edit a button, you first have to place it in the left window**.** Click on **<<Remove,** and then select **Edit** in **Select action**.
To delete the button, you first must remove it from the **Displayed buttons** list with **<<Remove**, then select it in the list on the left and click on **Del**.

4.3.2 web and email

Homepage:

- **Do not modify (default name):** Business Everywhere connects to your Business Everywhere webspace.
- **URL**: If you want to change the Web button's homepage, tick this box and enter the URL you want to set as your new homepage.

Web button: select the web browser you want to use when clicking on **Web** (Internet Explorer for instance). If you want to change the browser, select another one from the drop-down list.

Email button:

- Select the Email client you want to launch when you click on **Mail** (for example Outlook Express). If you want to change the Email client, select another one from the drop-down list.
- If you select **Automatically establish the connection**, a connection will automatically be established when you click on the Mail button while disconnected.

4.4 corporate proxy

This section provides instructions on how to set up Business Everywhere to use your corporate proxy:

- **No Proxy**: Select this option if you don't want Business Everywhere to use a proxy.
- **Use LAN configuration**: if you select this option, Business Everywhere will use the same proxy as your internet browser.
- **Dynamic Proxy**: if you select this option, enter a dynamic proxy.
- **Static Proxy**: if you select this option, enter a static proxy, including the proxy address, the proxy port and any addresses you want to exclude.

4.5 authentication

This window allows you to save your Orange wifi access credentials.

- **Always use these credentials**: Tick this box in order to save your credentials for future connections to Orange wifi access hotspots. Enter your login, password and confirm it.

- **Request for each connection**: Business Everywhere will ask for your credentials at each connection.

4.6 vpn client

Business Everywhere does not include a VPN client. But you can use an external VPN. Before setting up your VPN, make sure it is correctly installed on your computer. Then select **Advanced Settings > VPN Client**.

Access path to start VPN Client

- **Program**: Click on **Browse** and indicate the file to start the VPN Client (it must have an ".exe" extension).
- **Parameters**: Enter the initialisation string which will start the VPN client. For example, Exp > activate > connect.

Access path to stop VPN Client

- **Program**: Click on **Browse** and indicate the file to stop the VPN Client (it must have an .exe extension).
- **Parameters**: Enter the termination string, which will stop the VPN Client. For example, Exp > deactivate > disconnect.

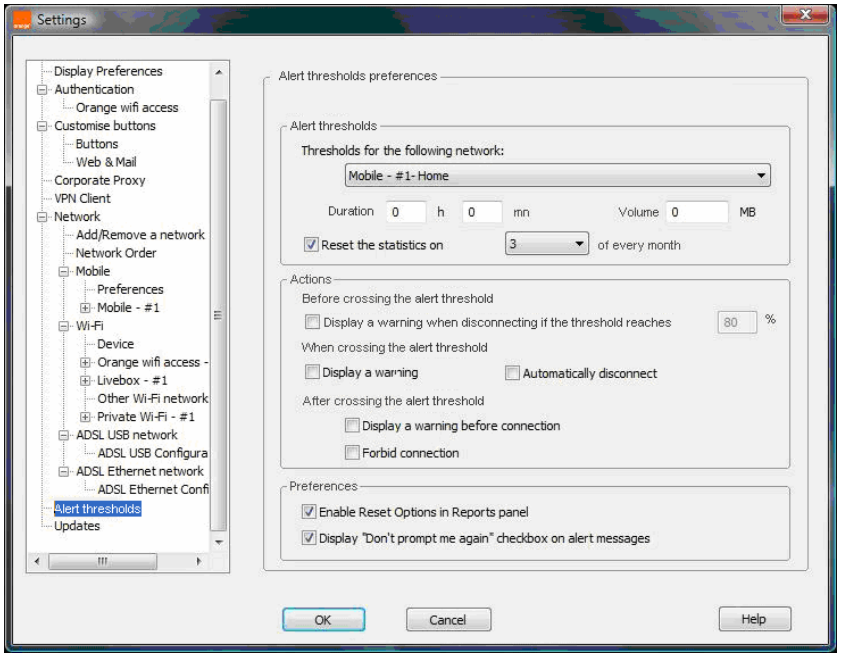
4.7 network

Business Everywhere allows you to create, remove and configure networks. For more information, see chapter 5. networks settings.

4.8 alert thresholds

You can define consumption thresholds in Business Everywhere, in megabytes and/or in duration. When one of those thresholds is reached, you can choose to receive an alert message and/or be disconnected automatically.

This functionality has no contractual value, and cannot be compared against real data consumption invoiced by Orange. It allows you to receive an alert message according to a threshold you can freely define.



Alert thresholds:

- **Thresholds for the following network**
  - **Mobile – #1 – Home:** this treshold only concerns the data traffic on the Orange France network.
  - **Mobile - #1 – Roaming:** this threshold concerns the data traffic in roaming situations, i.e. abroad. Such connections may have a specific tariff plan.
  - **Mobile – total:** sums both home and roaming data traffic.

You can define two types of alert thresholds:

- **Duration :** allows to define a maximum period of duration.
- **Volume:** allows to define a maximum volume of data exchanged.

Finally, **Reset the statistics on** allows to automatically reset the counters on a specific monthly date.

Actions:

- **Before crossing the alert threshold**
  - **Display information if the data exchanged reaches …%:** raises an alert when you reach a certain percentage of the threshold.
- **When crossing the alert threshold**
  - **Display a warning:** raises an alert when reaching the threshold.
  - **Automatically disconnect:** if this box is ticked, Business Everywhere will automatically disconnect when the threshold is reached.
- **After crossing the alert threshold**
  - **Display a warning before connection:** raises an alert before the connection if the threashold has already been reached.
  - **Forbid connection:** if this box is ticked, the user won't be able to connect once the threshold is reached.

Alert thresholds Preferences:

- **Enable Reset Options in Reports panel:** allows the user to reset the counters of the Wi-Fi and Mobile networks.
- **Display "Don't prompt me again" checkbox on alert messages:** allows to show or not the option on all alert messages raised regarding the thresholds.

Warning :
This functionality has no contractual value, and cannot be compared against real data consumption invoiced by Orange.
Moreover, the counters do not count the VPN traffic except for Cisco and Safenet VPNs.

4.9 update preferences

Select **Inform me of new available updates** to be informed about Business Everywhere and Orange hotspots address book's updates.

5 networks settings

After having successfully installed Business Everywhere, you can specify additional preferences and properties for each kind of network. These options are available in **Advanced Settings** > **Network**.

5.1 add and remove networks

Networks you can add/remove:

- **ADSL USB**: connections using an Ethernet USB modem (PPPoA mode).
- **ADSL Ethernet**: connections using an Ethernet ADSL modem (PPPoE mode).
- **Livebox**: Wi-Fi connections using an Orange livebox.
- **Mobile**: to get connected to the mobile network.
- **Mobile - Private**: connections to the mobile network with a private APN.
- **Orange wifi access**: connections to Orange hotspots.
- **Other Wi-Fi networks**: Wi-Fi connections using a hotspot available in the current location and not already configured in the software.
- **Private Wi-Fi**: connections using private Wi-Fi hotspot pre-configured in the software.

Add a network:

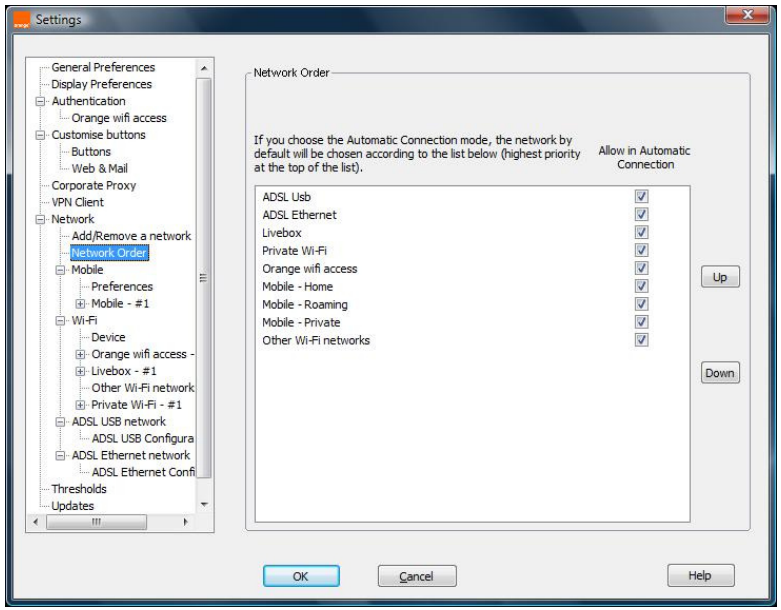
1. Go to **Tools & Settings** > **Advanced Settings** > **Network** > **Add/Remove a Network** > **Add a network.**
2. Available networks are displayed in the drop-down list in the new window.
3. Select the connection you want to set up and click on **OK**.
4. The network's configuration page opens.
5. Read chapter 5.3 networks configuration to configure the new network.

Remove a network:

1. Go to **Tools & Settings** > **Advanced Settings** > **Networks** > **Add/Remove a Network** > **Delete a Network.**
2. Open the drop-down list to view all your networks.
3. Select the connection you would like to remove and click on **OK**.
4. The connection is deleted.

5.2 network order

Business Everywhere allows you, when you click on **Connect**, to automatically choose the best network according to a predefined order and to the networks availability.



Business Everywhere will try to connect to the first available network from the list. If unsuccessful, it will switch to the next and so forth until a connection is correctly established.

Only networks for which the box is ticked will be considered for the automatic connection.

To change the order, please select the network and click on **Up** or **Down** to move it.

5.3 networks configuration

You can configure your different connections in the sub-menus from the **Network** tab.

5.3.1 mobile networks (mobile network or mobile private network)

The **Preferences** window includes the following settings:

- **Configure your mobile network access**: you can add a mobile device. For more information, refer to the section 5.4 add a mobile device.
- The **force sub-bearer** option allows you to define the type of network you want to use:
  - **Automatic**: Business Everywhere uses the strongest detected network, 3G+/3G or GPRS/EDGE.
  - **3G/3G+**: Business Everywhere uses 3G/3G+ mode only.
  - **GPRS/EDGE**: Business Everywhere uses GPRS/EDGE modes only.
- **Turn off the radio when closing the application (flight mode).** If you tick this box**,** Business Everywhere will turn off the radio interface when you close the application.
- The **PIN code** section allows you to control the parameters of your PIN code:
  - **Pin code status:** this field shows your PIN code status (if the PIN code is validated, for example).
  - **Enter PIN code**: enter a PIN code for your USIM card.
  - **Change PIN**: use this field to modify your PIN code if you already saved one.
  - **Activate/Deactivate PIN code:** activate or deactivate the use of the PIN code.
- **Roaming.** This option allows you to define the operator selection scheme when roaming.
  - **Current operator**: displays the current operator your USIM is attached to.
  - **Automatic Mobile Network selection**: tick this box if you want Business Everywhere to choose the appropriate operator automatically.
  - **Change Mobile Network selection**: if you tick this box, it will open a new window which lists all available operators. You can then select one of them manually. This operation may take a few minutes.

- **Warn me before using a roaming connection:** tick this box to receive an alert message before connecting to a roaming network.

Note: The following windows are available under the **Mobile - #1** page.

In the **Configuration** window:

- **Friendly name** allows naming the new mobile network. The first field shows the type of connection and cannot be modified. In the second field, you can attribute a specific friendly name to your new connection. By default, the friendly name is "#1".
- In the APN Field, you can configure an APN (Access Point Name).
  - If you have a *Business Everywhere illimité VPN* subscription, use the « **orange.vpn** » APN.
  - If you have a *Business Everywhere illimité internet* or a *Business Everywhere forfait au volume* subscription, use the « **internet-entreprise** » APN.
  - If you don't know which subscription you have, ask your IT manager.
  - Warning: if APN parameters do not match your subscription, you won't be able to connect.
- Click on **Activate automatic reconnection mode**. Business Everywhere will reconnect automatically in case of connection loss.

In the **Authentication** window, you can save your Mobile credentials. For public APNs (internet-entreprise, orange.vpn), the login and password are "orange". For private APNs, please contact your IT manager.

- **Always use these credentials**: Tick this box in order to save your credentials for every connection. Enter your login, password and confirm it.
- **Request for each connection**: Business Everywhere will ask for your credentials at each connection.

In the window **DNS and WINS,** you can configure your servers' parameters.

- Select **Use DNS Operator Configuration** if you want to use Orange DNS Settings. Select the **Use my DNS Servers** option to specify your own DNS Settings. You must enter at least one DNS Server IP address.
- Select **Use WINS Operator Configuration** if you want to use Orange WINS Settings. Select the **Use my WINS Servers** option to specify your own WINS Settings. You must enter at least one WINS Server IP address.

5.3.2 Wi-Fi networks

In the **Device** window, you can define the Wi-Fi device you want to use. Click on the **Select a Wi-Fi device** drop-down menu and select a device.
You can also add another Wi-Fi device. Click on **Add a Wi-Fi device** and follow the instructions.

Orange wifi access - #1 sub-menu:

The **Configuration** window will configure your Orange wifi access connection:

- **Friendly name** allows naming the new Orange wifi access network. The first field shows the type of connection and cannot be modified. In the second field, you can attribute a specific friendly name to your new connection. By default, the friendly name is #1.
- **Exclude SSID:** in this field you can specify which SSID you want to exclude from the hotspot list. Click on **Edit** and tick the hotspots you want to exclude into the drop down list.
- By clicking on **Activate automatic reconnection mode**, Business Everywhere will reconnect automatically in case of connection loss.

Livebox - #1 sub-menu:

The **Configuration** window will configure your Livebox connection:

- **Friendly name** allows naming the new Livebox network. The first field shows the type of connection and cannot be modified. In the second field, you can attribute a specific friendly name to your new connection. By default, the friendly name is "#1".
- **SSID**: This field shows all available SSID. Select or type the one you want to use.
- **Security key**: enter your WEP or WAP security key written on your Orange Livebox.
- The **Livebox configuration** button connects you to your Livebox homepage, where you can configure your Livebox.
- By clicking on **Activate automatic reconnection mode**, Business Everywhere will reconnect automatically in case of connection loss.

Private Wi-Fi - #1 sub-menu:

The **Configuration** window will configure your Private Wi-Fi connection settings:

- **Friendly name** allows naming the new Private Wi-Fi network. The first field shows the type of connection and cannot be modified. In the second field, you can attribute a specific friendly name to your new connection. By

default, the friendly name is “#1”.

- **SSID:** This list shows all SSID detected by your computer. You can also connect to a non-broadcast network. Type its name in the SSID field, tick **Not broadcasted** and then click on **OK.**
- By clicking on **Activate automatic reconnection mode**, Business Everywhere will reconnect automatically in case of connection loss.
- **WEP** or **WPA:** Select **None, WEP** or **WPA** according to the security mode you whish to use, and then enter the relevant information.

You can also add a new Orange Livebox or private Wi-Fi network directly from the dashboard.

1. Chose in the drop down list of the available networks, the SSID you want to connect to and click on **Connect.**
2. On the pop-up window, configure the security mode and the corresponding security key.
3. Tick the box **Save for next connections** and select the type of Wi-Fi network you want to save: Livebox or private.
4. Click on **OK.**

5.3.3 ADSL USB or ADSL Ethernet network

In the **ADS configuration** window, select your ADSL modem you want to use in the drop-down list.

Note: The following windows are available under the **ADSL - #1** page.

In the **Configuration** window, you can configure your ADSL connection:

- **Friendly name** allows naming the new ADSL network. The first field shows the type of connection and cannot be modified. In the second field, you can attribute a specific friendly name to your new connection. By default, the friendly name is “#1”.
- Configure **VP/VC** parameters if needed.
- By clicking on **Activate automatic reconnection mode**, Business Everywhere will reconnect automatically in case of connection loss.

In the **Authentication** window, you can save your ADSL credentials.

- **Always use these credentials**: Tick this box in order to save your credentials for every connection. Enter your login, password and confirm it.
- **Request for each connection**: Business Everywhere will ask for your credentials at each connection.

5.4 add a mobile device

This step is not needed if you use a plug and play device from Orange. Simply plugging the device will trigger the automatic installation of the drivers.
If you want to add an older device which is not automatically detected by the software, proceed as follows:

1. Go to **Advanced Settings** > **Network** > **Mobile** > **Preferences**.
2. Click on **Add a device**.
3. When asked, connect your device to your computer and click on **Next**.
4. When your device installation is finished, click on **OK** to complete installation.

Your new device should appear in the drop-down list in **Advanced Settings** > **Network** > **Mobile** > **Preferences**.

6 troubleshooting

If you are having any problems with your Business Everywhere, please check the following:

- Check that your 3G+ modem is correctly connected.
- Check that your USIM Card is inserted correctly in your modem.
- Check that your USIM Card is registered to Orange.
- Check if you are in an area with network coverage.
- Refer to the section 7. FAQ.

If you have further questions, feel free to consult www.orange-business.com or to contact us.

Customer service:

- 0825 000 706 from a France Telecom landline (0,13€HT/min). Dial * then #55 555 #.
- +33 675 05 20 00 for international calls.

7 faq

What is a PIN?
A PIN (Personal Identification Number) is a code with 4 to 8 digits, which protects your USIM Card against unauthorised use. The PIN code can be enabled or disabled. The USIM generally comes with a PIN preset to 0000.

What is a PUK code and why would I need it?
A PUK (Personal Unblocking Key) code is required to change a blocked PIN code. (This happens if the wrong PIN is entered 3 times.) If Business Everywhere requests the PUK code, contact Customer Services who will be able to assist.

What is a Wi-Fi network?
Wi–Fi (Wireless Fidelity) a type of network designed for high bandwidth wireless access for laptops at specific sites – such as your office, your home or a public hotspot. Wireless LAN enables your computer to connect to the internet by picking up wireless signals transmitted from a local access point.

What is an SSID?
SSID stands for Service Set Identifier, and is a name that identifies a Wireless LAN network. Users must know the SSID to connect to the Wireless LAN access point. It can be either publicly broadcast or a private SSID reserved to authorized users only.

What is a WEP security key?
WEP stands for Wired Equivalent Privacy and is a code used for Wireless LAN encryption between the Wireless LAN device and the Access Point.

What are the Other Wi-Fi Networks?
Other Wi-Fi networks are some networks that you do not regularly use and you do not need to store. The Other Wi-Fi networks settings will enable you to pick up the SSID of a new network and connect to it, without having to have used it before, or save it to use again.

In which countries can I use a Business Everywhere 3G+ modem?
Business Everywhere is compatible with Europe, North America and Asia networks. You will be able to use it wherever Orange has international data roaming agreements. Check on our website Orange's coverage and partnerships.

What data transfer speeds can be achieved?

- Orange 3G+ (HSDPA/HSUPA): maximum speeds up to 7,2 Mbps receiving and 1,4 Mbps sending.
- Orange 3G: maximum speeds up to 384 kbps receiving and 128 kbps sending.
- Orange EDGE: maximum speeds up to 214 kbps receiving
- Orange GPRS: maximum speeds up to 53.6 kbps receiving and 26.8 kbps sending

What is the Access Point Name (APN) and why do I need an APN?

The APN is the exit point from the Orange Mobile network into either the public Internet or a private customer gateway. The APN dictates the point at which the end user call is routed out of the Orange Mobile network. It is required for you to connect via 3G+/3G/EDGE/GPRS.

How much data does 1 megabyte cover?

Approximately:

- 50 average web pages or 3500 emails (text only).
- 2 minute MP3 file or 25 pages Word document.

What happens if the USIM is not inserted in the 3G+ modem?

Without the USIM Card, you will not be able to connect to the Orange Mobile network. Access to ADSL and Wi-Fi networks is still possible without a USIM Card.

Can my laptop go into standy or hibernate modes while a 3G+ modem is inserted?

Yes, but you can prevent the standby and hibernate modes by modifiying the **Tools & Settings > General > Standby & Hibernate mode > Prevent Standby and Hibernate modes**.

How can I see how much data I've used?

Select **Tools & Setting > Reports** to view your recent GPRS/EDGE/3G/3G+, Wi-Fi, and ADSL connections. The volumes of data sent and received are reported connection type. Click on a connection type to see the information relevant to that connection.

How can I uninstall Business Everywhere?

Go to **Start > All programs > Orange Business Services > Uninstall Business Everywhere.** This operation will only uninstall the connection manager. If you want to uninstall the drivers installed by the connection manager, go to Add/remove programs in the control panel. The drivers name may be "**Card Detector for (name of the modem)"** or under the name of the modem, directly. In case of difficulties, please call our customer care.

What is error 619 ?

Usually it is a settings issue : the APN configured in the connection kit does not correspond to the offer you have subscribed to. Please refer to section 5.3.1 mobile networks (mobile network or mobile private network) for more information, or call our customer care.

My modem does not work after my laptop comes out of standby.

- If you have an external 3G+ modem, unplug it, wait for a few seconds and plug it in again.
- If you have a laptop with an integrated 3G+ modem, reboot your laptop.
- If the problem remains, please call our customer care.